18. Explain the reforms in insurance sector in India in detail.

19. Illustrate the role of insurance ombudsman and other dispute resolution mechanisms.

20. Explain the various kinds of market risks.

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NOVEMBER/DECEMBER 2025

23PCM13/23PCP13 — BANKING AND INSURANCE

Time : Three hours Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL the questions.

1. Who are financial disruptors?

2. What do you understand by the term MAC in banking?

3. Bring out the meaning of 'Crypto Currency'.

4. How does DLT enable security?

5. What is mean by Policy?

6. Who are the key players in life insurance market?

7. Mention any three key responsibilities of insurance customer service representatives.

8. What is the qualification for IRDA Licence?

9. What is the meaning of Risk Based Capital?

10. Define investment diversification.

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) How does RTGS work in the context of electronic fund transfer in India?

Or

(b) How fintech is shaping the future of banking?

12. (a) Bring out the benefits of cloud banking.

Or

(b) Elaborate the Benefits of blockchain technology.

13. (a) What is historical evolution of the Indian insurance industry and what notable milestones have shaped its growth?

Or

(b) Enumerate the claim process in insurance contract.

14. (a) Why are agents important in the insurance industry.

Or

(b) How does ethical behavior impact the trust and confidence of policyholders and the public?

15. (a) How do operational risk models help banks to identify and mitigate risks?

Or

(b) What is the process of asset liability management?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Discuss the role of SWIFT in International Electronic Fund Transfer.

17. Bring out the role of Chatbots and virtual assistance in the banking industry